

What are my rights and responsibilities when I make a complaint?

- Be treated and treat others with honesty and respect.
- Have your complaint considered.
- Have a reply to your complaint.
- Know when you will get a reply.
- Stop your complaint at any time.
- Have someone else make the complaint for you.
- Have someone come with you to any meetings.
- Be offered an apology when needed.

4221 6811

ISLHD-Compliments@health.nsw.gov.au

ISLHD-Complaints@health.nsw.gov.au

www.islhd.health.nsw.gov.au

Need an interpreter? Professional interpreters are available if you need help to communicate in English, or if you are Deaf. Our staff can also ask for an interpreter. The staff will book an interpreter for you. Interpreter Services are free and confidential. You can bring a family member or friend with you to the appointment. If you need help to communicate it should be through a professional interpreter. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.

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Compliments and Complaints

*Information for patients, clients, carers, families,
consumers & visitors*



We value your feedback

How to give a compliment

If you'd like to recognise the good work of a staff member, you can let us know in any of the following ways:

- Talk to the Department Manager or Nurse Unit Manager
- Send an email to ISLHD-Compliments@health.nsw.gov.au
- Post a letter to:
Illawarra Shoalhaven Local Health District Compliments,
PO Box 239, Port Kembla, NSW 2505

Contact the Hospital Site Manager or Service Manager on a number below.

Bulli Hospital (02) 4284 4344	Coledale Hospital (02) 4267 2266
David Berry Hospital (02) 4464 1001	Wollongong Hospital (02) 4222 5048
Milton Ulladulla Hospital (02) 4454 9100	Port Kembla Hospital (02) 4223 8000
Shellharbour Hospital (02) 4295 2500	Shoalhaven District Memorial Hospital (02) 4421 3111
Ambulatory & Primary Health Care (includes Community Health) (02) 4221 6817	Drug and Alcohol Service (02) 4254 2700
Mental Health Service (02) 4295 2542	Oral Health Service 1300 369 651

How to make a complaint

To make a complaint you can do any of the following:

1. **Tell the staff** you have a concern. They may be able to resolve your issue immediately.
2. **Let the Department Manager or Nurse Unit Manager know** if you feel your concerns have not been addressed.
3. **Contact the Hospital Site Manager or Service Manager** through the hospital switchboard or service number (listed on the previous page)
4. **Contact the District Consumer Feedback Manager** if you do not want to discuss your complaint directly with staff at the hospital or service:

ISLHD Consumer Feedback Manager

Phone: 4221 6811

Email: ISLHD-Complaints@health.nsw.gov.au

Mail: ISLHD Consumer Feedback Manager, PO Box 239, Port Kembla, NSW 2505

5. **Write to the Illawarra Shoalhaven Local Health District Chief Executive**
Mail address: Chief Executive, PO Box 239, Port Kembla, NSW 2505
6. **Contact the Health Care Complaints Commission (HCCC)** if you don't feel comfortable discussing your complaint with our Local Health District staff:
Phone: 9219 7444 Toll Free in NSW: 1800 043 159
Mail: Locked Mail Bag 18, Strawberry Hills, NSW 2012
Email: hccc@hccc.nsw.gov.au